

Always use a professional, reputable operator

A check list of items that you can be sure will be provided by a professional, reputable bus or coach operator - your local CPT operator member

- ✓ Good reputation
- ✓ Booking terms and conditions
- ✓ Local knowledge
- ✓ Presentation
- ✓ Easy to contact
- ✓ Prompt response
- ✓ Operator (O) Licence
- ✓ Driver/Escort training
- ✓ Driver/Escort CRB vetting
- ✓ Maintenance standards
- ✓ Insurance
- ✓ CPT Member 



For further information visit:

www.cpt-uk.org



School Transport Committee
Confederation of Passenger Transport UK
Drury House
34-43 Russell Street
London WC2B 5HA

Tel: 020 7240 3131 Fax: 020 7240 6565
Email: schoolbus@cpt-uk.org



Are you responsible for hiring buses and coaches for your school?



Always use a professional, reputable operator:

a CPT member



Make sure that you always book with a professional, reputable operator

This leaflet has been produced by the School Transport Committee of the Confederation of Passenger Transport UK (CPT), the trade association representing Britain's bus, coach and light rail operators.

Recognised by Government, CPT is the focus for consultation and negotiation on national and international legislation, local regulation, operational practices and engineering standards.

CPT wants to support you and ensure that you get the best possible service and commitment from our industries.

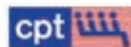
This leaflet is for the people within your organisation who take responsibility for the transportation of groups - hiring buses and coaches.

There are many different types of operators available to you and it is of paramount importance that you don't cut corners when making a booking.

Coach and bus operators who are members of their trade association - CPT - conform to the high standards which you require. A summary of these standards are set out within this leaflet.

Schools Transport Committee
CPT UK

schoolbus@cpt-uk.org



YOUR RESPONSIBILITY TO GET IT RIGHT IS OUR RESPONSIBILITY TO YOU

Use local knowledge: good reputations are hard won. You see the vehicles, what impressions do they give?

A good operator is easy to contact and responds promptly in a friendly approachable manner. They have knowledge and experience and are happy to advise on travelling times, comfort stops and other options.

A good operator welcomes your visit to their depot.

If you require additional equipment - *seatbelts, air conditioning, audio visual facilities or toilets* - specify this in writing when making your booking. You should expect a written confirmation.



YOU SHOULD DEMAND

Operator Licence - Your chosen operator must have this. It will be displayed in the windscreen of the vehicle next to the tax disc. This licence, known as the O-Licence, demonstrates the operator has achieved quality and safety standards set by the Government's Traffic Commissioners.

Further information is available from www.cpt-uk.org

Fully qualified drivers and escorts - All O-Licensed operators use drivers with a full PCV license. This means the driver will take part in a programme of continuous professional training.

CRB check - Staff employed by O-Licensed operators are likely to have been CRB/ISA checked. Ask for confirmation and ensure that your group is safe.

Vehicle maintenance - All O-Licensed operators adhere to high standards of maintenance. These include daily vehicle safety checks, a defect reporting system and regular inspections.



Insurance - Ask to see a copy of the company's policies - make sure you are fully covered.

Don't leave things to chance - an O-Licensed operator will tick all the right boxes on your risk assessment

A full list of check points that you must consider can be found on the schools' pages of the CPT website:

www.cpt-uk.org